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Mr. Frank Chappa  
State of New Jersey Board of Public Utilities  
Two Gateway Center – 8<sup>th</sup> Floor  
Newark, NJ 07102

Dear Mr. Chappa:

KPMG Consulting is pleased to submit the attached Final Report, Version 2.0 of the Verizon OSS Evaluation Project for New Jersey. This report contains the results of test activities conducted on behalf of the State of New Jersey Board of Public Utilities (NJ BPU).

The Final Report that accompanies this letter is organized around five OSS “domains” that include Pre-Order, Ordering and Provisioning (POP), Maintenance and Repair (M&R), Billing (BLG), Relationship Management and Infrastructure (RMI), and Performance Metrics (PMR). KPMG Consulting evaluated Verizon NJ performance across 536 test points. Each test point was evaluated against pre-determined criteria and assigned either a Satisfied or Not Satisfied result. All 536 test points were satisfied. KPMG Consulting used transaction-driven system testing extensively in the POP, M&R, and BLG domains. In addition, KPMG Consulting expanded the scope of the test, per direction from the NJ BPU, to include DSL Line Share, Line Loss Report, Line Migration and an enhanced Metrics Change Control test.

The Summary of Final Report Updates (Appendix C) identifies the updates from the draft Final Report (version 1.1) that have been incorporated into this version of the Final Report (version 2.0). The updates include the items identified in the Advanced Notice of Updates to the Final Report communicated September 28<sup>th</sup> to the NJ BPU, Verizon and CLECs as well as clarifications to questions raised during the New Jersey Workshops October 2<sup>nd</sup> and 3<sup>rd</sup>.

We enjoyed working with you and the NJ BPU. If there is any further assistance we can provide, please don't hesitate to contact us.

Respectfully yours,

Charles King  
Managing Director  
KPMG Consulting